

Resident Concerns with *HPHA responses in italics.*

1. Joseph Padilla, 1036-1228. Requested window screens.

*Currently only Kalakaua Homes has screens on all apartments. Makua Alii and Paoakalani buildings were originally designed with window screens for floors 2 through 4 only. HPHA will determine cost of installing screens at all units and will make decision based on cost analysis.*

2. Lobby furniture is too old.

*HPHA has ordered lobby furniture for Makua Alii, Paoakalani and Kalakaua Homes Midrise. Will be installed later this year.*

3. Concern about plumbing back ups, main line clog and back to back clog.

*Buildings are over 40 years old. Request work order.*

4. Asbestos on 19<sup>th</sup> floor, units vacant and asbestos leaking down to units below.

*Asbestos was abated at 3 units on the 19<sup>th</sup> floor. Asbestos is not leaking down to the units below.*

5. Will buildings be sold?

*No, not at this time*

6. Electric Meters at Makua and Paoakalani.

*No plans to install meters. Makua currently has individual unit meters however, management has not charged for excess electricity since 1999. It is unknown at this time whether the computer system may be programmed to charge for excess electricity.*

7. SHARE needs a Chinese speaking Social Worker.

*None on staff now, however SHARE program has a Chinese-speaking volunteer who keeps office hours on Thursdays from 9am-12noon. SHARE will provide a translator if requested by client.*

8. Why are there many vacant units?

*3 vacant units at Makua Alii 19<sup>th</sup> floor due to structural problems were referred to Construction Management Section. Repair is pending development of*

*specifications to hire a consultant. 10 vacant units at Paoakalani are due to leaking roof. Repair of roof began on 8/18/08 and should be completed by the end of 12/08. Units will have to be renovated for occupancy in 3/09.*

9. Why was tenant transferred?

*Residents have the right to request a reasonable accommodation.*

10. Who is responsible for damages caused by flooding in the unit?

*If you have losses or damage caused by a flood in the unit you may obtain a claim for losses or damage at the management office.*

11. Complaint about another tenant.

*Informed to schedule an appointment to discuss in private.*

12. Rotten smell emanating from bathtub. Also could not shower for 4 days because plumbing work was incomplete.

*Asked tenant to request a work order.*

13. Need notices translated in Chinese.

*Will try to have notices translated.*

14. Jean Peters.

*Asked her to schedule an appointment to discuss.*

15. Lowrise washers leaking, unsafe. Need signs in different languages to ask users not to fill washers with water.

*Will have notice translated and posted..*

16. E. Joyce. Charge for work orders. Parking and garden assignments.

*Residents may inquire at the office where they are on the waitlist for parking and garden assignments.*

17. K. Mamala asked if she could request a payment agreement to pay rent after the 7th business day.

*Rental Agreement states rent is due in full on the 1<sup>st</sup> of the month with 7 business days grace period.*